



## What Happens on an Agency Site Visit

When we visit your agency, we will look for the following:

- Hours of operation signage and the decal provided by Second Helpings, posted in a place visible to the public.
- A food safety training certificate received by a current employee or volunteer, prominently displayed.
- A clean, dry, and safe facility, with access to food limited to authorized employees and volunteers.
- A sink with running water, soap, and antibacterial liquid.
- In the nonperishable storage area:
  - Food is stored at least six inches off the floor and four inches away from the wall.
  - Bulk food is stored in protective containers.
  - Cleaning supplies and other harmful materials are stored separately.
- In the cold storage area:
  - Refrigerator(s) and freezer(s) that are designated for the food program, e.g., not used for other purposes.
  - Passive temperature control (e.g., a freezer blanket).
  - A thermometer that is designated for cold storage units in EACH refrigerator and/or freezer.
  - Temperatures maintained between 35 and 40 degrees for refrigerators and between -10 and 0 degrees for freezers.

The following materials must be organized and available during the site visit:

- Pest control logs or copies of professional pest control invoices.
- Records of the numbers of clients served.
- Complaints received and how they were resolved.

Second Helpings staff will research the following prior to the visit:

- Complaints received regarding the agency.
- The agency's performance in providing clients served information when due.
- Any other issues, including unannounced closures or noncompliance with the purchased food plan.